



December 5, 2012

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Dear \_\_\_\_\_,

With regret I inform you that on November 05, 2012, we learned of the presumed theft of a company laptop computer. We now believe that the theft took place around October 31, 2012. We have reported the theft to the Riverside County Sheriff's Department. They are investigating the matter and attempting to retrieve the computer and the data on it.

Although we do not believe the laptop contained any customer information, we do believe it may have contained some employees' personal information including names, addresses, dates of birth and/or Social Security numbers. Presently, we have no reason to believe that unauthorized access to or misuse of this information has occurred. Out of an abundance of caution, however, I want to inform you of the incident and help you take steps to protect yourself against any possibility of identity theft.

Because at this time we believe the computer was stolen, we recommend that you take measures to protect yourself through the following actions:

- Closely monitor your credit cards, bank statements and insurance coverage for unusual activity and inform your banks and other financial institutions about this incident so they can closely monitor activity surrounding your accounts and notify you of any suspicious activity.
- Obtain a copy of your credit report by calling 1-877-322-8228 or go the internet at [www.annualcreditreport.com](http://www.annualcreditreport.com).
- Consider placing an initial fraud alert on your credit file. Once the fraud alert is added to your credit report, all creditors should contact you prior to establishing any account in your name. This alert will stay on your credit report for 90 days. You can do so by contacting one of the three credit reporting companies below. Once you have done so, the credit bureau you elect to contact will then automatically notify the remaining two and you will be provided all three reports free of charge.

**EQUIFAX:**  
(800) 525-6285  
PO Box 741034  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)

**EXPERIAN:**  
(800) 397-3742  
PO Box 9532  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

**TRANSUNION:**  
(800) 680-7289  
Fraud Victim Assistance Division  
PO Box 67961  
Fullerton, CA 92834  
[www.transunion.com](http://www.transunion.com)

LSSI takes the matter of ensuring the security of your personal information very seriously and has made arrangements with Experian for you to receive free credit monitoring for up to twelve months. At no cost to you, you are eligible to enroll in Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection services focused on immediate identification and resolution of identity theft.

You can activate ProtectMyID now in three easy steps as follows:

- Ensure that you enroll by February 28, 2013
- Visit the ProtectMyID web site: [www.protectmyid.com/teleinfo](http://www.protectmyid.com/teleinfo) or call (877) 371-7002 to enroll
- Provide your Activation Code: XXXXXXXX

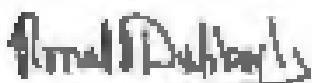
We urge you to sign up for the program as soon as possible in order to receive the greatest protection possible. Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Credit Alerts from ProtectMyID on any key changes in your credit report which could include new inquiries, new credit accounts, medical collections and changes to public records.

For other resources regarding identity theft, please refer to the following Federal Trade Commission website: <http://www.ftc.gov/bcp/edu/microsites/idtheft/> or call toll free at 1-877-438-4338.

I fully appreciate the worry and inconvenience that an incident like this may cause you. LSSI takes the privacy of your information very seriously. We are examining policy and procedure and are making every effort to make sure an incident similar to this unique event does not happen again. For LSSI's part, we will continue to maintain our traditional, high level of vigilance over our employees' information.

We encourage you to sign-up for the free ProtectMyID credit monitoring service and if you have any questions, please call Experian's Call Center toll free at (XXX) XXX-XXXX. They are prepared to address any questions you may have.

Yours very truly,



Ronald Dusherry, CEO  
Library Systems & Services, LLC